

***Youth Services Survey for Families  
(YSS-Families)***

***Statewide Summary Report  
for the  
November 2003 Data Collection Period  
CHILDREN & YOUTH PERFORMANCE OUTCOMES***



**Broad-Based Evaluation  
Consumer Perception Survey**

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**Purpose of this report**

*The purpose of this report is to provide performance outcomes data on consumer satisfaction as measured by the items from the 21-item Youth Services Survey for Families (YSS-Families). This report is a STATEWIDE summary of the YSS-Families (see Attachment A) data that were collected by the California State Department of Mental Health during the November 3-17, 2003 survey period. To assist with the interpretation of this summary report, brief narratives are provided before each table presented. County reports that are similar to this STATEWIDE report can be downloaded from each county's Information Technology Web Services (ITWS) folder, which can be accessed by authorized ITWS users at <https://mhitws.cahwnet.gov/>.*

## Consumer Demographic & Descriptive Items

### Summary Report

The following tables highlight demographic items that were collected on the YSS-Families, as well as several additional descriptive items, that were reported by consumers who received services during the November 3-17, 2003, survey period and reflect aggregated STATEWIDE data. Results of YSS-Families consumer-completed items are highlighted in yellow (missing data are highlighted in green), and exclude surveys that had all 21 items missing on the YSS-Families portion of the survey. **Out of 14,101 Statewide YSS-Families Surveys submitted, a total of 11,767 had valid data.**

**TOTAL NUMBER OF SURVEYS SUBMITTED (STATEWIDE)**

A total of 14,101 YSS-Families Surveys were submitted to the State.

**Statewide**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Statewide	14101	100.0	100.0	100.0

**GENDER**

For the consumers who responded to the question – “What is your child’s gender?” – 36.7% identified their child as being Female, 63.1% identified their child as being Male and 0.1% as Other. Additionally, 4.7% of the consumers did not respond to this item.

**What is your child's gender?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	4122	35.0	36.7	36.7
	Male	7081	60.2	63.1	99.9
	Other	16	.1	.1	100.0
	Total	11219	95.3	100.0	
Missing	9	548	4.7		
Total		11767	100.0		

## AGE CATEGORY

For the consumers who responded to the question – “What is your child’s date of birth?” – 5.0% were under age 5, 20.5% were aged 5-8, 35.9% were aged 9-12, 17.0% were aged 13-14, 19.2% were aged 15-17 and 2.3% were over age 18. Additionally, 12.0% of the consumers did not respond to this item.

**Age Category**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 5	519	4.4	5.0	5.0
	5-8	2120	18.0	20.5	25.5
	9-12	3722	31.6	35.9	61.4
	13-14	1763	15.0	17.0	78.5
	15-17	1991	16.9	19.2	97.7
	18+	240	2.0	2.3	100.0
	Total	10355	88.0	100.0	
Missing	System	1412	12.0		
Total		11767	100.0		

## SERVICE LENGTH

For the consumers who responded to the question – “How long has your child received services here?” – 4.3% reported that it was their first visit; 6.2% reported that they had had more than one visit, but that they had received services for less than one month; 12.5% reported having received services for 1-2 months; 16.9% reported having received services for 3-5 months; 22.2% reported receiving services for 6 months to 1 year and 38.0% reported receiving services for more than one year. Additionally, 24.3% of the consumers did not respond to this item.

**How long has your child received services here?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	This is my first visit here	384	3.3	4.3	4.3
	> 1 visit, but < one month	548	4.7	6.2	10.5
	1 to 2 months	1109	9.4	12.5	22.9
	3 to 5 months	1508	12.8	16.9	39.9
	6 months to 1 year	1975	16.8	22.2	62.0
	More than 1 year	3380	28.7	38.0	100.0
	Total	8904	75.7	100.0	
Missing		371	3.2		
	9	2492	21.2		
	Total	2863	24.3		
Total		11767	100.0		

**MEXICAN / HISPANIC / LATINO ORIGIN**

On the YSS-Families Survey, 39.1% of the consumers identified their child as being “of Mexican / Hispanic / Latino Origin.”

**Are either of the child's parents of Mexican / Hispanic / Latino origin?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5932	50.4	50.4	50.4
	Yes	4600	39.1	39.1	89.5
	Unknown	1235	10.5	10.5	100.0
	Total	11767	100.0	100.0	

**ETHNICITY**

Consumers were permitted to identify as many ethnic categories as they felt were applicable; therefore, each ethnic category is reported individually and, due to potential overlap, the numbers will not collectively add up to 100%. Each ethnic category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the YSS-Families Survey and “no” if the consumer did not mark the bubble. As such, there are no missing values for this item.

On the YSS-Families Survey, 48.5% of the consumers identified their child as being “White / Caucasian.”

**Is your child's race White / Caucasian?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	6060	51.5	51.5	51.5
	Yes	5707	48.5	48.5	100.0
	Total	11767	100.0	100.0	

On the YSS-Families Survey, 16.9% of the consumers identified their child as being “Black / African American.”

**Is your child's race Black / African American?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	9773	83.1	83.1	83.1
	Yes	1994	16.9	16.9	100.0
	Total	11767	100.0	100.0	

On the YSS-Families Survey, 2.7% of the consumers identified their child as being “Asian.”

**Is your child's race Asian?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	11448	97.3	97.3	97.3
	Yes	319	2.7	2.7	100.0
	Total	11767	100.0	100.0	

On the YSS-Families Survey, 6.2% of the consumers identified their child as being “American Indian / Alaskan Native.”

**Is your child's race American Indian / Alaskan Native?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	11038	93.8	93.8	93.8
	Yes	729	6.2	6.2	100.0
	Total	11767	100.0	100.0	

On the YSS-Families Survey, 2.0% of the consumers identified their child as being “Hawaiian / Other Pacific Islander.”

**Is your child's race Native Hawaiian / Other Pacific Islander?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	11531	98.0	98.0	98.0
	Yes	236	2.0	2.0	100.0
	Total	11767	100.0	100.0	

On the YSS-Families Survey, 20.1% of the consumers identified their child as being “Other.”

**Is your child's race Other?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	9398	79.9	79.9	79.9
	Yes	2369	20.1	20.1	100.0
	Total	11767	100.0	100.0	

On the YSS-Families Survey, 1.1% of the consumers identified their child as being “Unknown.”

**Is your child's race Unknown?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	11640	98.9	98.9	98.9
	Yes	127	1.1	1.1	100.0
	Total	11767	100.0	100.0	

**LANGUAGE OF SURVEY**

On the YSS-Families Survey, 84.8% of the consumers responded using the English version of the YSS-Families Survey and 15.2% used the Spanish version. *Note: The YSS-Families Survey was only available in English and Spanish for the November 3-17, 2003, survey period.*

**Language of instrument**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	9977	84.8	84.8	84.8
	Spanish	1790	15.2	15.2	100.0
	Total	11767	100.0	100.0	

**PREFERRED LANGUAGE**

On the YSS-Families Survey, 97.7% of the consumers responded that the services their child received were provided in his/her preferred language and 96.2% responded that written information was available in his/her preferred language. Additionally, 7.0% and 7.3% of the consumers did not respond to these items, respectively.

**Were the services your child received provided in the language he / she preferred?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	257	2.2	2.3	2.3
	Yes	10687	90.8	97.7	100.0
	Total	10944	93.0	100.0	
Missing	Unknown	823	7.0		
Total		11767	100.0		

**Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	416	3.5	3.8	3.8
	Yes	10490	89.1	96.2	100.0
	Total	10906	92.7	100.0	
Missing	Unknown	861	7.3		
Total		11767	100.0		

## JUVENILE JUSTICE SYSTEM INVOLVEMENT

For the November 2003 survey period, 97.7% of the consumers reported that their child had NOT been arrested for any crimes in the month prior to completing the YSS-Families Survey. Additionally, 5.3% of the consumers did not respond to this item.

**In the past MONTH, how many times was your child arrested for any crimes?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No arrests	10885	92.5	97.7	97.7
	1 arrest	199	1.7	1.8	99.5
	2 arrests	28	.2	.3	99.8
	3 arrests	9	.1	.1	99.8
	4 or more arrests	17	.1	.2	100.0
	Total	11138	94.7	100.0	
Missing	9	629	5.3		
Total		11767	100.0		

## SCHOOL ATTENDANCE

For the consumers who responded to the question – “How often was your child absent from school during the past month?” – 57.4% indicated 1 day or less, 12.7% indicated 2 days, 12.5% indicated 3-5 days, 3.7% indicated 6-10 days, 2.9% indicated more than 10 days, 3.7% did not remember and 7.1% indicated that the question did not apply to their child or that their child was not in school. Additionally, 8.2% of the consumers did not respond to this item.

**How often was your child absent from school during the past MONTH?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 day or less	6200	52.7	57.4	57.4
	2 days	1368	11.6	12.7	70.1
	3-5 days	1352	11.5	12.5	82.6
	6-10 days	401	3.4	3.7	86.3
	More than 10 days	314	2.7	2.9	89.2
	Do not remember	396	3.4	3.7	92.9
	Not Applicable / Not In School	766	6.5	7.1	100.0
	Total	10797	91.8	100.0	
Missing	9	970	8.2		
Total		11767	100.0		

**ASSISTANCE COMPLETING SURVEY**

Consumers were permitted to identify all of the individuals who assisted them in completing the YSS-Families Survey; therefore, more than one person may have provided assistance and, due to potential overlap, the numbers will not collectively add up to 100%. Each category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the YSS-Families Survey and “no” if the consumer did not mark the bubble. As such, there are no missing values for this item.

For the November 2003 survey period, 82.0% of the consumers responded that they did not need any help in completing the YSS-Families Survey.

**I did not need any help.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2113	18.0	18.0	18.0
	Yes	9654	82.0	82.0	100.0
	Total	11767	100.0	100.0	

For the November 2003 survey period, 2.2% of the consumers responded that a mental health advocate / volunteer helped them complete the YSS-Families Survey.

**A mental health advocate / volunteer helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	11510	97.8	97.8	97.8
	Yes	257	2.2	2.2	100.0
	Total	11767	100.0	100.0	

For the November 2003 survey period, 0.7% of the consumers responded that another mental health consumer helped them complete the YSS-Families Survey.

**Another mental health consumer helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	11683	99.3	99.3	99.3
	Yes	84	.7	.7	100.0
	Total	11767	100.0	100.0	



For the November 2003 survey period, 2.8% of the consumers responded that a member of their family helped them complete the YSS-Families Survey.

**A member of my family helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	11441	97.2	97.2	97.2
	Yes	326	2.8	2.8	100.0
	Total	11767	100.0	100.0	

For the November 2003 survey period, 1.6% of the consumers responded that a professional interviewer helped them complete the YSS-Families Survey.

**A professional interviewer helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	11576	98.4	98.4	98.4
	Yes	191	1.6	1.6	100.0
	Total	11767	100.0	100.0	

For the November 2003 survey period, 3.7% of the consumers responded that a clinician / case manager helped them complete the YSS-Families Survey.

**My clinician / case manager helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	11330	96.3	96.3	96.3
	Yes	437	3.7	3.7	100.0
	Total	11767	100.0	100.0	

For the November 2003 survey period, 3.1% of the consumers responded that a staff member other than their clinician or case manager helped them complete the YSS-Families Survey.

**A staff member other than my clinician or case manager helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	11405	96.9	96.9	96.9
	Yes	362	3.1	3.1	100.0
	Total	11767	100.0	100.0	

For the November 2003 survey period, 1.5% of the consumers responded that someone else helped them complete the YSS-Families Survey.

**Someone else helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	11585	98.5	98.5	98.5
	Yes	182	1.5	1.5	100.0
	Total	11767	100.0	100.0	

**REASON WHY SURVEY NOT COMPLETED (if applicable)**

County staff were expected to complete a “Reason” item if a consumer who met the criteria for the target population did not complete a YSS-Families Survey. Of those consumers who were expected to complete a YSS-Families Survey, but did not, 20.7% of the consumers were reported to have Refused to complete the survey, 2.8% were reported to have an Impairment, 11.2% did not have a survey available in their Language and 65.2% were marked as having an “Other” reason for not completing the survey. Additionally, 7.4% of the YSS-Families Surveys were missing a “Reason” response.

**If the instrument is not completed, the PRIMARY reason must be indicated.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Refused	448	19.2	20.7	20.7
	Impairment	61	2.6	2.8	23.5
	Language	243	10.4	11.2	34.8
	Other	1410	60.4	65.2	100.0
	Total	2162	92.6	100.0	
Missing		172	7.4		
Total		2334	100.0		

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## **Youth Services Survey for Youth (YSS)**

### ***Summary Report***

#### **About the Youth Services Survey for Youth (YSS-Families)**

The YSS-Families is a 21-item consumer-completed survey designed to obtain participant perceptions of 1) access to services, 2) cultural sensitivity, 3) consumer participation in treatment planning, 4) service outcomes and 5) general satisfaction. The YSS-Families was developed through the collaborative efforts of the federally funded Mental Health Statistics Improvement Program ([www.mhsip.org](http://www.mhsip.org)), and included the direct assistance and feedback of consumers and their families, as well as advocates for mental health services. The YSS-Families is currently used in a number of states across the United States.

It is important to remember that the ratings on the YSS-Families represent a participant's perceptions. Some data exist to suggest that satisfaction with services, in and of itself, does not necessarily correlate with outcomes. However, the YSS-Families provides a good source of information to ensure that consumers have the opportunity to shape and improve their services.

The following tables present STATEWIDE data that were collected and aggregated from the YSS-Families portion of the November 2003 YSS-Families Survey. The YSS-Families items are rated on a five-point scale, with "5" indicating the greatest satisfaction.

The items that comprise each of the YSS-Families subscales (i.e., access to services, cultural sensitivity, consumer participation in treatment planning, service outcomes and general satisfaction) were averaged and then grouped into the following categories: 1.0 - 1.5 = 'Dissatisfied', 1.5001 - 2.5 = 'Somewhat Dissatisfied', 2.5001 - 3.5 = 'Neutral', 3.5001 - 4.5 = 'Satisfied' and 4.5001 - 5 = 'Very Satisfied'. As a general guideline, an overall scale score over 3.5 indicates that consumers were satisfied.

Additionally, the average scores for each of the YSS-Families subscales are also reported below.

For the tables reflecting categorical groupings of the YSS-Families averages and the YSS-Families subscale averages, total frequencies may differ depending on how well consumers completed the items on the YSS-Families Survey that comprised each scale's calculation. Averages were only calculated for those YSS-Families Surveys where at least 2/3 of the items in the particular domain were completed (i.e., only 1/3 of the items could have data missing). The results are highlighted in yellow (incomplete and/or missing data are highlighted in green).

## PERCEPTION OF ACCESS TO SERVICES

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Access to Services” subscale, 37.0% reported that they were Very Satisfied, 47.9% reported they were Satisfied, 11.1% were Neutral, 2.7% were Somewhat Dissatisfied and 1.3% were Dissatisfied. Additionally, 4.3% of the data on this subscale had at least 1/3 of the items missing.

**Perception of Access to Services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	151	1.3	1.3	1.3
	Somewhat Dissatisfied	306	2.6	2.7	4.1
	Neutral	1245	10.6	11.1	15.1
	Satisfied	5389	45.8	47.9	63.0
	Very Satisfied	4169	35.4	37.0	100.0
	Total	11260	95.7	100.0	
Missing	System	507	4.3		
Total		11767	100.0		

## PERCEPTION OF CULTURAL SENSITIVITY

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Cultural Sensitivity” subscale, 52.2% reported that they were Very Satisfied, 43.4% reported they were Satisfied, 3.2% were Neutral, 0.4% were Somewhat Dissatisfied and 0.9% were Dissatisfied. Additionally, 13.5% of the data on this subscale had at least 1/3 of the items missing.

**Perception of Cultural Sensitivity**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	88	.7	.9	.9
	Somewhat Dissatisfied	44	.4	.4	1.3
	Neutral	321	2.7	3.2	4.5
	Satisfied	4416	37.5	43.4	47.8
	Very Satisfied	5307	45.1	52.2	100.0
	Total	10176	86.5	100.0	
Missing	System	1591	13.5		
Total		11767	100.0		

## PERCEPTION OF TREATMENT PLANNING

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Treatment Planning” subscale, 36.1% reported that they were Very Satisfied, 52.1% reported they were Satisfied, 8.9% were Neutral, 2.1% were Somewhat Dissatisfied and 0.8% were Dissatisfied. Additionally, 5.6% of the data on this subscale had at least 1/3 of the items missing.

**Perception of Participation of Treatment Planning**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	93	.8	.8	.8
	Somewhat Dissatisfied	230	2.0	2.1	2.9
	Neutral	988	8.4	8.9	11.8
	Satisfied	5780	49.1	52.1	63.9
	Very Satisfied	4012	34.1	36.1	100.0
	Total	11103	94.4	100.0	
Missing	System	664	5.6		
Total		11767	100.0		

## OUTCOMES

For the consumers who completed at least 2/3 of the items that comprise the “Outcomes” subscale, 19.4% reported that they were Very Satisfied, 44.4% reported they were Satisfied, 27.4% were Neutral, 7.0% were Somewhat Dissatisfied and 1.8% were Dissatisfied. Additionally, 7.3% of the data on this subscale had at least 1/3 of the items missing.

**Outcomes**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	191	1.6	1.8	1.8
	Somewhat Dissatisfied	766	6.5	7.0	8.8
	Neutral	2986	25.4	27.4	36.1
	Satisfied	4849	41.2	44.4	80.6
	Very Satisfied	2117	18.0	19.4	100.0
	Total	10909	92.7	100.0	
Missing	System	858	7.3		
Total		11767	100.0		

**GENERAL SATISFACTION**

For the consumers who completed at least 2/3 of the items that comprise the “General Satisfaction” subscale, 38.3% reported that they were Very Satisfied, 47.7% reported they were Satisfied, 11.3% were Neutral, 1.8% were Somewhat Dissatisfied and 0.9% were Dissatisfied. Additionally, 3.7% of the data on this subscale had at least 1/3 of the items missing.

**General Satisfaction**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	100	.8	.9	.9
	Somewhat Dissatisfied	203	1.7	1.8	2.7
	Neutral	1277	10.9	11.3	14.0
	Satisfied	5404	45.9	47.7	61.7
	Very Satisfied	4342	36.9	38.3	100.0
	Total	11326	96.3	100.0	
Missing	System	441	3.7		
Total		11767	100.0		

**AVERAGE MHSIP SUBSCALE SCORES**

Average scores were calculated for the consumers who completed at least 2/3 of the items that comprise each of the subscales. Respondents indicated that, overall, they were “Satisfied” with their family’s Access to Services (indicated by a subscale score of 4.27; 11,260 responses), the Cultural Sensitivity of their child’s treatment (indicated by a subscale score of 4.48; 10,176 responses), their family’s Participation in Treatment Planning (indicated by a subscale score of 4.22; 11,103 responses), their child’s Outcomes (indicated by a subscale score of 3.76; 10,909 responses) and were Generally Satisfied with their child’s services (indicated by a subscale score of 4.25; 11,326 responses).

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Perception of Access to Services	11260	1.00	5.00	4.27	.77
Average: Perception of Cultural Sensitivity	10176	1.00	5.00	4.48	.62
Average: Perception of Participation in Treatment Planning	11103	1.00	5.00	4.22	.71
Average: Outcomes	10909	1.00	5.00	3.76	.86
Average: General Satisfaction	11326	1.00	5.00	4.25	.71
Valid N (listwise)	9040				

# YOUTH SERVICES SURVEY FOR FAMILIES\* (YSS-F)

Please help our agency make services better by answering some questions. Your answers are confidential and will not influence current or future services you or your child will receive. **For each survey item below, please fill in the circle that corresponds to your choice. Please fill in the circle completely.** EXAMPLE: Correct ☐ Incorrect ☒ ☒

## Approximately, how long has your child received services here?

- ☐ This is my child's first visit here.      ☐ 1 - 2 Months      ☐ More than 1 year  
☐ My child has had more than one visit but has received services for less than one month.      ☐ 3 - 5 Months      ☐ 6 months to 1 year

Please answer the following questions based on the **last 6 months** OR if services have not been received for 6 months, just give answers based on the services that have been received so far. Indicate if you **Strongly Disagree**, **Disagree**, are **Undecided**, **Agree**, or **Strongly Agree** with each of the statements below. If the question is about something you or your child have not experienced, fill in the circle for **Not Applicable** to indicate that this item does not apply.

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable
1. Overall, I am satisfied with the services my child received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I helped to choose my child's services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I helped to choose my child's treatment goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The people helping my child stuck with us no matter what.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I felt my child had someone to talk to when he / she was troubled.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I participated in my child's treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The services my child and / or family received were right for us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The location of services was convenient for us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Services were available at times that were convenient for us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. My family got the help we wanted for my child.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. My family got as much help as we needed for my child.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Staff treated me with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Staff respected my family's religious / spiritual beliefs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Staff spoke with me in a way that I understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Staff were sensitive to my cultural / ethnic background.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## As a result of the services my child and / or family received:

16. My child is better at handling daily life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. My child gets along better with family members.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. My child gets along better with friends and other people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. My child is doing better in school and / or work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. My child is better able to cope when things go wrong.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. I am satisfied with our family life right now.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22. Please provide comments here and /or on the back of this form, if needed.

We are interested in both positive and negative feedback.

Continued on the Next Page...

